

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security and privacy of it at all times and to ensure that this information is only available to authorized members of staff. Personal health information may be disclosed for the following reasons: For communicating relevant information with other treating doctors, specialists or allied health professionals, for follow up reminder/ recall notices, accounting procedures, accreditation, disease notification as required by law for court orders or subpoenas. If you have any concerns about personal health information, please discuss this with your doctor.

Fees & Billing

Juniper Avenue Medical Centre is a Bulk Billing clinic for patients who hold a valid Medicare Card. All standard consultations are Bulk Billed except for Workcover, Insurance matters, pre-employment medicals and certain forms/reports which incur charges. Our allied Health Services (Podiatrist, Physiotherapist, and Psychologist & Dietician) are not bulk billing through Medicare unless eligibility is met through the Enhanced Primary Care Scheme (EPC). Speak to your Doctor about this if you require these services and if you qualify for an EPC or please see reception staff for Allied Health Services charge rates.

- Always bring your current Medicare care with you and notify staff of any changes of personal or Medicare details.
- If you have a current Pension, Health Care Card or Seniors card please provide these to reception.
- If you are not registered with Medicare, you will be charged a fee of \$60.00 (\$72.00, after 8pm Monday-Friday, after 1.00pm on Saturday and all-day Sunday) Which must be paid on the day by Eftpos only. We do not keep cash in the premises.
- Some other services may incur a private fee, please ask reception when booking appointments.

Services Provided

- Dorevitch Pathology
- Family Medicine/ Family Planning
- Cervical Screening test
- Accident and Emergency
- Children's Vaccinations
- Wart Treatment
- Pre-employment Medical
- Enhanced Primary Care Plans / Mental Health Care plans
- Implanon insertion and removal
- IUD / Mirena insertion and removal
- Spirometry
- Minor Procedure
- TAC/ Workcover
- ABPI Measurement
- Wound dressings
- Electrocardiograph (ECG)
- Ear Syringe
- Wedge Resection / IGTN
- Nebuliser
- Travel Vaccinations

Patient Feedback and Patient Rights

We aim to offer you an excellent service. If there is any way you feel we can improve the service we provide, please pass on any suggestions via our suggestion box or talk to your doctor or receptionist. We take your concerns seriously. However, if you wish to take the matter further and feel the need to discuss the matter outside the surgery, options are: AMA, The Medical Registration Board or Health Care Complaints Commission. PH: 1300 582 113 or to fill out online complaint form visit hcc.vic.gov.au



**JUNIPER AVENUE
MEDICAL CENTRE**



**Juniper Avenue
Medical Centre**

2 Juniper Ave, Point Cook, VIC 3030

Tel: (03) 9395 5566

Fax: (03) 9395 6726

www.junipermedical.com.au

We're A Bulk Billing Clinic

Practice Hours:

Monday to Friday: 8am – 9pm
Saturday: 9am – 6pm
Sunday: 9am- 6pm
Public Holidays: CLOSED
After Hours: Doctor Doctor

General Practitioners

- **DR ARINDOM SEN**
MBBS FRACGP



- **DR LINUS YIU-MAN IP**
MD FRACGP



- **DR ESWARASAMY RAJINI**
MBBS DCH DFFP MRCPCH MRCPGP
FRACGP



Administration/Reception

Janette, Niru, Sangeeta

Nursing Staff

Katrina, Kasey, Tia

Allied Health Services

Podiatrist - Caroline Phillips

Psychologist - Ruth L De Bruin

Physiotherapist - Kanchan Shingala

Appointments

Please phone 9395 5566 to book an appointment. Alternatively, you can book online from our website

www.junipermedical.com.au

- Emergencies will always be given priority wherever possible.
- If you feel you may need extra time with a doctor please advise the reception when booking.

Emergencies

A seriously ill patient will always receive immediate attention. Please let the receptionist know if unaware of the problem eg: shortness of breath, chest pain, head injury etc..

After hours

If you require a doctor after hours please call Doctor Doctor on 13 26 60.

Home Visits

Home Visits to patient's homes, nursing homes and hostels are available for clinic patients who are too unwell to attend the clinic.

Non- English speaking and Hearing-Impaired Patients

Our doctors are multi-lingual (English, Cantonese, Mandarin, French, Tamil, Bengali, Hindi. We understand that there are patients who may require an interpreter. Our practice can request an onsite interpreter (booking made prior to appointment) or telephone interpreter for your convenience.

Complaints

Complaints can be made in writing or directly to the Practice Manager, we will always endeavor to resolve any complaints.

Phone Calls

Doctors in this practice are unable to take general calls unless they are an emergency. If your call is not urgent you may leave a message and the doctor will return your call as soon as possible.

Reminder System

Our practice is committed to preventative and continuity of care. We may issue you a reminder SMS from time to time offering you preventative health services such as immunization, pap smears, cholesterol and diabetes checks. Please let us know if you do not wish this to occur.

Test Results

Test results will NOT be given over the phone as Reception or Nursing Staff are not qualified to discuss this with you. You may ring to see if your results are in and make an appointment to discuss this with your doctor.

Referrals

The Doctors at this Practice may refer you to services outside the practice such as for an X-ray or appointment with a Specialist. A phone number and details will be provided to you to call and make an appointment. At times, reception staff will fax referrals (such as to Hospital Outpatients) or call on your behalf if there is urgency or a language barrier. Please note we cannot guarantee that outside referrals will Bulk Bill; please ask the provider if any fees or charges will be incurred.

Privacy Policy

Our staff comply with Australian Privacy Policy's (APP) and deal appropriately with inquiries or concerns. Please ask staff if you want a copy of this policy.